

## **GENERAL RULES AND REGULATIONS**

### **ESTABLISHMENT AND PAYMENT OF SERVICE (CONT'D)**

4. Discontinuance of Service for Residential Customers (Cont'd)
- D. The Company will make reasonable efforts to contact the customer via telephone at least twenty-four (24) hours preceding a discontinuance of basic telecommunications service. The Company will advise the customer of the proposed discontinuance and what action must be taken to avoid it.
  - E. Discontinuance of service will be postponed for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Company with verifiable written evidence of such necessity.
  - F. Basic local telecommunications service may not be discontinued for customer nonpayment of a delinquent charge for other than basic local telecommunications service. Company may place global toll blocking and eliminate any optional, non-basic calling features and functions for customer nonpayment of delinquent charges for other than basic local telecommunications service.
  - G. Payment by personal check may be refused if the customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, except when the dishonor is due to bank error.
5. Restoral of Service  
A charge of \$20.00 will be made for reconnecting services which have been discontinued for non-payment of charges due. No allowance will be made for loss of service during the period service is disconnected for non-payment if payment is made and service reconnected before completion of an order to terminate the service. Subsequent to the completion of an order to terminate the service, it may at the option of the Company be re-established only on the basis of a new application.
6. Late Payment Charge  
The Company shall assess a late payment charge in the amount of \$10.00 to cover the cost of handling such delinquent account. In the event a partial payment is made on the current bill, subsequent to the issuance of the Notice, the late payment charge will be added to the balance due.

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